



**south bank**  
corporation

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **About the new ticketless parking system**

<b>How does ticketless parking work?</b>	<p>The smart license plate recognition technology eliminates the need for a car park access card, allowing for a contactless entry and exit experience to the South Bank Car Park.</p> <p>When you enter the car park, the automatic license plate recognition camera will read your license plate and automatically raise the boom gate.</p> <p>To access the new ticketless system, you will need to pre-register your car details via the multiScanhub online portal.</p> <p>When exiting, the system will recognise your pre-registered vehicle and link you to the relevant parking rate for your user group, if applicable.</p> <p>So, no more scrambling your bag, wallet or pockets to find your car park access card!</p>
<b>How will it differ from my current parking experience?</b>	<p>You will no longer need your car park access card to access and exit the South Bank Car Park. Simply enter and exit the car park and your license plate will be recognised in our parking system. The boom gate will then automatically open.</p> <p>Even though we are going ticketless, our friendly and helpful Car Park team will still be available to help should you require further assistance.</p> <p>You can visit the team on Level B1 of the car park at the southern entrance, email <a href="mailto:access@south-bank.net.au">access@south-bank.net.au</a> or call (07) 3867 2022 within Car Park trading hours (Monday-Sunday, 5am-1am).</p>
<b>If payment is due, how can I pay?</b>	<p>All payments will be cashless. There are three easy ways to pay for parking:</p> <ol style="list-style-type: none"><li><b>1.</b> You can register online via <a href="https://multiscanhub.com/mshubportal/auth/login">https://multiscanhub.com/mshubportal/auth/login</a> for ticketless parking in advance of visiting South Bank to avoid pay stations and get home faster after your stay at South Bank. Once registered, you simply drive out and we will automatically charge your parking fee to your nominated credit debit card.</li><li><b>2.</b> Pay at one of the three cashless pay stations located in the Level B1 car park. Enter your license plate details, pay with your debit credit card, and proceed to the exit.</li><li><b>3.</b> Pay at the exit gate via payWave with your debit credit card.</li></ol> <p>Remember when paying at a pay station, you will need your license plate number.</p> <p>After payment, the exit boom gate will automatically raise.</p>

<b>How do I register my vehicle?</b>	<ul style="list-style-type: none"> <li>You will receive an email from multiScanhub inviting you to register via the online portal.</li> <li>Follow the provided instructions to access the portal.</li> <li>Register using the relevant user parking group.</li> <li>Fill in your details and vehicle information.</li> <li>Optionally, provide debit credit card details for payments.</li> <li>Once successfully registered, you'll receive a confirmation email from multiScanhub.</li> </ul>
<b>Why should I register my vehicle?</b>	Pre-registering your car details via the <a href="#">multiScanhub online portal</a> is essential to access the benefits of the new ticketless parking system.
<b>Will the parking rates change with the new system?</b>	Your car park rates will remain unchanged. The smart system will recognise your pre-registered vehicle and charge you according to your relevant user parking group rate.
<b>Why have you introduced ticketless parking?</b>	<p>South Bank Corporation has introduced ticketless parking to provide you with a more convenient and seamless parking experience at South Bank.</p> <p>The smart license plate recognition technology eliminates the need for a car park access card, allowing for a contactless entry and exit experience.</p> <p>The new system will help to improve the flow of traffic in the carpark, reduce congestion at the entries and exits and improve overall experience of our car park users.</p>
<b>Do you have a privacy policy?</b>	Yes, personal details provided by you are secure and in accordance with the South Bank Corporation privacy policy, which can be found <a href="#">here</a> . You can also find the Car Park access Privacy Collection Statement <a href="#">here</a> .
<b>What are the benefits of ticketless parking?</b>	With License Plate Recognition, there is no more scrambling to find your car park access card. The system captures a picture of your license plate when you enter and exit the car park, allowing for a seamless journey and less queuing at entries and exits.
<b>Who can I contact regarding the ticketless car park system?</b>	<p>For any questions or assistance, you can contact our friendly and helpful Car Park team during Car Park trading hours (Monday-Sunday, 5am-1am).</p> <ul style="list-style-type: none"> <li><b>Phone:</b> (07) 3867 2022</li> <li><b>Email:</b> <a href="mailto:access@south-bank.net.au">access@south-bank.net.au</a></li> <li><b>Visit:</b> <a href="http://www.southbankcorporation.com.au">www.southbankcorporation.com.au</a></li> </ul>